

**County of Los Angeles - Department of Mental Health**

**Quality Improvement Work Plan Implementation Status Report**

**Dated 11/09/09**

**Prepared by: Program Support Bureau, Quality Improvement Division**

**NAME OF REPORT:**

MEDICATION SUPPORT SERVICES

**QI IMPLEMENTATION STATUS REPORT**

The MHP determined that the forms used for Medication Support Services required revision to reduce duplication and improve accuracy. As a result, Medication Support Services Forms (MSSFs) were created/revised to improve medication support services documentation and to facilitate transition to an Electronic Health Record (EHR). The MSSFs were created or revised in conjunction with QA/QI activities, collaboration with the Office of the Medical Director, and discussions and comments from psychiatrists/nurse practitioners throughout LAC-DMH. The key changes in the new MSSFs are detailed in the Clinical Records Bulletin dated July 31, 2008. (Attached).

**Summary of Findings**

In order to facilitate implementation of the new forms the following trainings and technical assistance was provided for SA implementation:

1. 07/09/09 MSSF presented at District Chiefs Meeting.
2. 07/31/09 MSSF presented at Program Heads Meeting
3. 07/31/08 QA Clinical Records Bulletin was distributed county wide informing directly operated and contract providers of the changes in the MSSF.
4. 08/31/08 Trainings with all Physicians in all SA's on MSSF's completed by the end of August 2008.
5. 08/31/08 Trainings regarding MSSFs occurred at SAs to representatives of directly operated and contract providers prior to the September 1 implementation deadline.
6. 09/01/08 Implementation Deadline for use of new and revised forms

**Action Requested/Needed**

1. The new/revised medication support services protocols/forms are being incorporated into the New Employee Clinical Documentation Training for core competencies.
2. QI to facilitate the initiation of electronic registration and tracking for medication, clinical documentation and other specialty clinical core competencies to ensure clinical staff complete clinical core competencies.

**Recommended Policy Change**

1. LMS data/reports to track and evaluate clinical/medication core competencies for new and existing clinical staff.